



Telephone Service Center Telenews

First Release

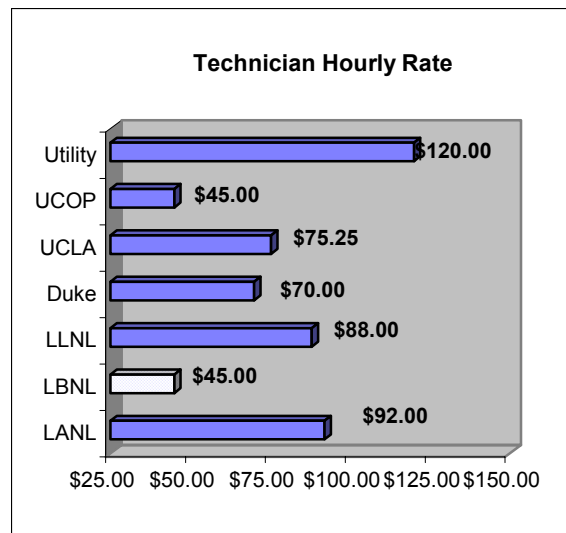
November 1, 2002

TSC rates for fiscal year 2003

The Telephone Service Center has released the rates for FY 2003. The new rate structure took effect October 1, 2002.

"Our goal is to maintain stable rates and provide quality service to our customers. We have met this commitment by holding our rates at the FY2002 level. In fact, the rates for the ITE12S and ITE12SD display have been reduced by \$2.00" said Richard Gregory, TSC Manager.

TSC remains competitive with other University of California and Laboratory recharge organizations as indicated by the following graph.



Special Interest:

- Recharge rates for FY 2003
- Redesigned TSC Web Page

"Our goal is to maintain stable rates and provide quality service to our customers."

-Richard Gregory
-TSC Manager

Coming Soon

Telephone Service Center's web page <http://tscweb.lbl.gov> will have a new look. The page will be redesigned to a more user-friendly format, and a new feature will be added. You will be able to view the entire LBNL directory on-line. By adding this to our web page, we are able to eliminate the directory printing and distribution cost. Its just another way of TSC reviewing procedures to see where we can provide additional services while reducing costs to our customers.

The web page redesign should be completed by the second quarter of FY03.

Conference Calls

Conference calls can be arranged by the Telephone Service Center for your meetings. There is no set up fee for this service. Usage is billed to the conference requester at the rate of 20 cents per minute, per active party.

Parties can dial in from anywhere in the United States by calling a local area number. Contact TSC for information and dialing instructions.

New and enhanced conference calling features such as; conference monitoring and document sharing are expected to be available in the second quarter of FY03.

Did You Know?

Did you know that every time you dial 411 Information that the Laboratory is charged \$1.25? Tired of trying to find space to store local and city directories? You can cut costs and save space by using free internet look-up sites such as <http://411.com/>.

Your Opinion Counts

Help us to know how we are doing. Visit our web page at <http://tscweb.lbl.gov> and complete the customer survey. Your response will automatically be sent to all TSC personnel. We are always open to suggestions on how we may meet your telecommunication needs.

We would like to know your opinion of TSC Telenews. Please e-mail JLSmith@lbl.gov with your suggestions and comments.

TSD Contacts:

- **General Questions-**
Telephone Service Center -7997
- **Acct. No. Changes -**
Terry Munoz -6434
- **Calling Cards-**
Terry Munoz -6434
- **Cellular Service/Equipment-**
Adams Lee -4966
- **Customer Billing-**
Rachel Norton -5674
- **Repair-**
Telephone Service Center -7997
- **Telephone Adds/Moves/Changes**
Linda Tripp-Sopher -6442
- **Voice Mail-**
Charlene Stovall -6170

RATES LISTED ON PAGE 2

TSC RECHARGE RATES FOR FY 2003

Lines

Telephone line	\$28.00/month
DID extension number	\$6.00/month
Measured Business Line – residence	\$20.00/month*
Measured Business Line – LBNL	\$22.00/month*
Dedicated Wire Pairs Point to Point	
- both ends in same building	\$1.00/month
- ends in different building	\$2.00/month

*approximate, includes Campus or Pac Bell charges

Telephone Equipment

STE (for faxes, modems)	\$4.00/month
ITE4	\$2.00/month
ITE12 w/speaker	\$8.00/month
ITE12 w/speaker & display	\$12.00/month
ITE30 w/speaker & display	\$30.00/month
Conference phone (Stealth)	\$50.00/day
External bells	\$4.00/month
Headsets	\$136-\$240/one-time

Voice Mail

Voice mailbox w/telephone	no charge
Voice mailbox without telephone	\$11.00/month
Visual Messenger/Web .messenger	\$7.50/one-time

Usage Fees

Calling Card (domestic)	\$0.17 set up/call
Calling Card usage (domestic)	\$0.05/minute
Calling Card (international)	\$1.50 set up/call*
Calling Card usage (international)	\$varies/minute
Inside Access Set Up	\$7.50/one-time
Inside Access usage	\$0.15/minute

*varies

Cellular

Cellular - digital	\$9.99/month*
Usage	\$0.15/minute

*various calling plans are available

Pagers*

Local	\$6.65-\$11.45/month
Statewide	\$8.65-\$13.45/month
Nationwide	\$19.95-\$45.00/month

*see <http://tscweb.lbl.gov> for individual service packages

Customer Service Consultation

Customer Service Consultation	no charge
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Moves, Adds, Changes (MACs)

Add/delete extensions	\$50.00/each
Set type change	\$65.00/each
Moves	\$100.00/each
Technician (special projects)	\$45.00/hour
Installs	\$100.00/each
Disconnects	no charge
Cable pulls	\$400.00/each*
Switch Software Change	\$7.50/each

*includes cost for installing, changing, or moving equipment

Telecommuting

Basic DSL (includes business line)	\$65.00/month
Installation of DSL	\$varies/one-time

Special Services

Video Conferencing Room	\$58.00/hour
Video Conferencing usage	\$0.15/minute/call

Conference Calling – set up	no charge
Conference Calling usage	\$0.20/minute/user*
Local and City directories	varies

*usage billed to conference requester

**For more information, Visit TSC's
home page at <http://tscweb.lbl.gov>**

